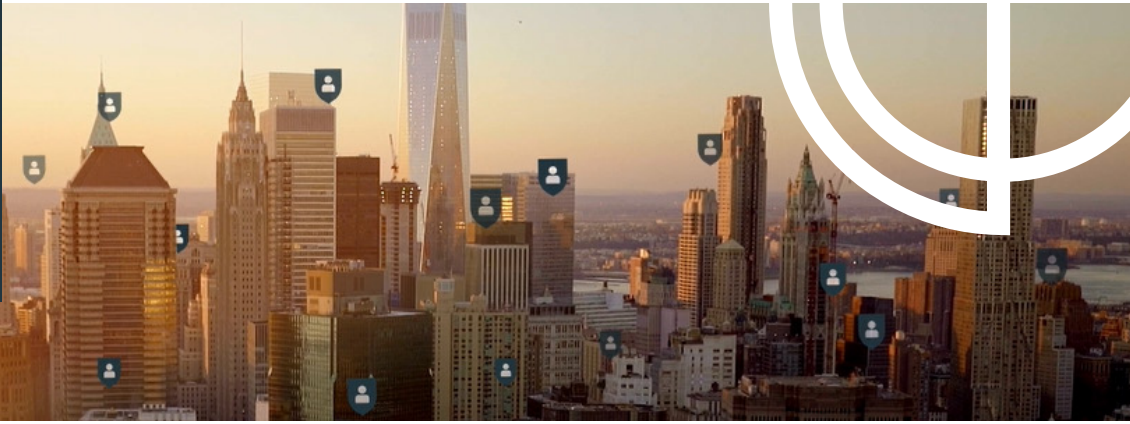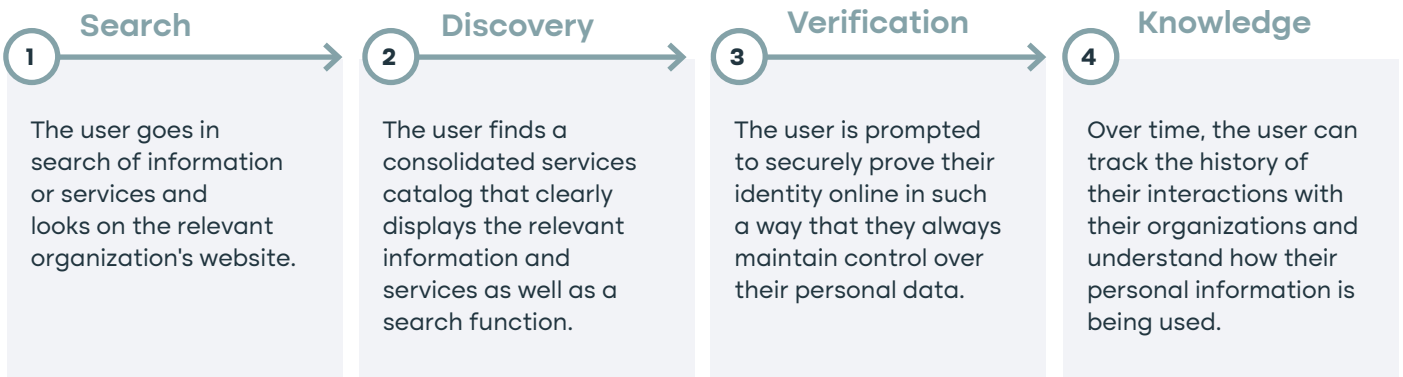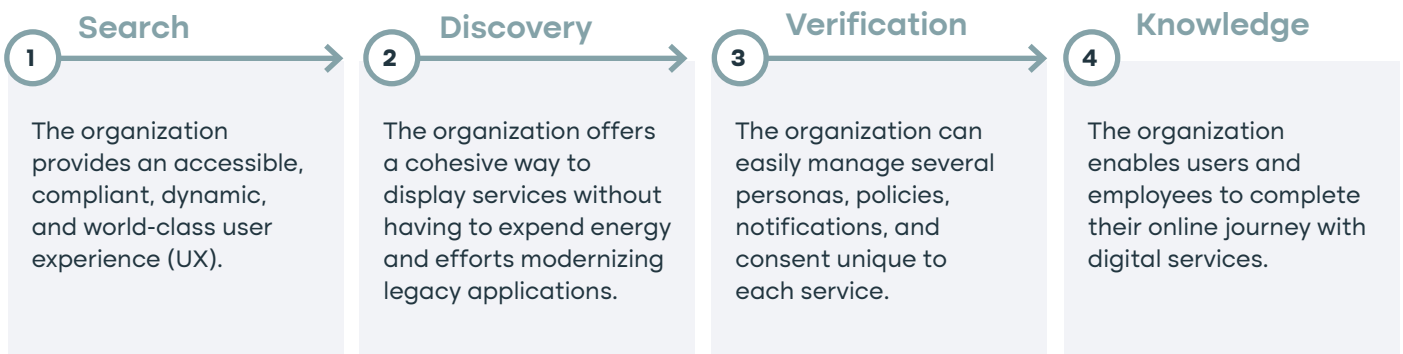# Product Sheet

Online Services Platform - The User Journey

Discover how a seamless journey on Portage CyberTech's Online Services Platform empowers users with control over their personal data and facilitates digital service delivery.

User's Journey

1 → Search

The user goes in search of information or services and looks on the relevant organization's website.

2 → Discovery

The user finds a consolidated services catalog that clearly displays the relevant information and services as well as a search function.

3 → Verification

The user is prompted to securely prove their identity online in such a way that they always maintain control over their personal data.

4 Knowledge

Over time, the user can track the history of their interactions with their organizations and understand how their personal information is being used.

Organization's Journey

1 → Search

The organization provides an accessible, compliant, dynamic, and world-class user experience (UX).

2 → Discovery

The organization offers a cohesive way to display services without having to expend energy and efforts modernizing legacy applications.

3 → Verification

The organization can easily manage several personas, policies, notifications, and consent unique to each service.

4 Knowledge

The organization enables users and employees to complete their online journey with digital services.

Online Services Platform - The Suite

Explore our range of solutions designed to transform the way you serve your citizens and optimize your digital-first strategy.

Product	Solution	Application
CitizenOne	The trusted portal to better serve your citizens.	Create a consolidated, user-friendly portal for citizens to easily and securely access all services in one place.
1CRM	The all-in-one customer relationship management system.	Improve citizens' experience by providing personalized communication while optimizing and simplifying inter-departmental processes as well as processes outside the organization.
Drupal CMS-DXP	The customizable content management system and digital experience platform to optimize your website.	Harness the power of Drupal to deliver a personalized and accessible digital experience to your citizens.
ConsignO Cloud	The versatile web-based electronic signature platform for secure signatures anytime, anywhere.	Go paperless with on-the-go trusted electronic signatures without compromising on legal reliability, security, or compliance.
CertifiO	The digital passport that confirms the signer's identity for regulated professionals and organizations.	The versatile web-based electronic signature platform for secure signatures anytime, anywhere.
Professional Services	The easy way to benefit from extensive expertise and further your in-house team's learning.	Identify the best strategies and practices to level-up your digital services and ensure their successful deployment.